

Fill in Blanks Not Necessary to Retype

Exhibit 10
Marshall County E 9-1-1
QUESTIONNAIRE

- | | YES | NO |
|--|-------------------------------------|-------------------------------------|
| 1) Do you agree to abide by all rules as prescribed by the 9-1-1 Act and Illinois Administrative Code 725? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2) Will 9-1-1 be the primary published emergency telephone number within the area served by system? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 3) Will automatic dialing type alarms be permitted on 9-1-1 lines? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 4) Will the PSAP have a designated overflow answering station that can be utilized if the call volume exceed that which the telecommunicator on duty is able to handle? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 5) Will the PSAP have an emergency power source? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| What type? <u>40 KW Natural Gas Powered Generator</u> | | |
| 6) Does the system have an Emergency Telephone System Board appointed as prescribed by the Emergency Telephone System Act? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 7) Will management develop and write "Standard Operating Procedures" for PSAP personnel concerning the call handling agreements and the requirements of 83 Illinois Administrative Code 725? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 8) If applicable, will PSAP management, prior to activating the system, establish written procedures for all tracing with all the telephone companies involved in the system?
Not Applicable | <input type="checkbox"/> | <input type="checkbox"/> |
| 9) Will PSAP management, prior to activating the system, establish written procedures for the repair of equipment and restoration of services? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10) Will PSAP management develop procedures for providing 9-1-1 service in the event that critical functions of the PSAP are partially disable due to natural or man-made disaster? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 11) Will PSAP management, prior to activating the system, file with the Commission the written procedures that have been established and are in place, which are referred to in Questions 7, 8 and 9? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 12) Will the PSAP have a teletypewriter (TTY) to use in answering calls made by the hearing impaired for each answering position? If not, please elaborate on number of TTY's.
Is there a backup TTY unit at each PSAP? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <u>Yes to both</u> | | |
| 13) Will the PSAP utilize a TTY PSAP Based Voice Annunciator? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 14) Will 9-1-1 be the emergency number for TTY calls? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| If not, what telephone number will be utilized?
_____ | | |
| 15) Will adequate training be provided to PSAP personnel in the use of TTY's? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 16) Do you have any dedicated 7 digit lines used for TTY calls that will be disconnected when 9-1-1 is operated? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 17) If so, have arrangements been made to provide an announcement to TTY user's informing them that 9-1-1 should now be dialed for emergencies? | <input type="checkbox"/> | <input type="checkbox"/> |
| 18) What response will be initiated by the PSAP for calls where verbal contact can not be established? | | |
| <u>Officer will be dispatched to the scene to check</u>
<u>the situation.</u> | | |

THE TELEPHONE COMPANY(S) WILL ASSIST YOU IN ANSWERING THESE QUESTIONS

- | | YES | NO |
|--|--------------------------|-------------------------------------|
| 20) Is there a cell site in your area that would result in cellular 9-1-1 calls arriving at your PSAP? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 21) Do you have procedures in place to accept and handle cellular 9-1-1 calls? | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 22) What considerations has management made to insure that private residential and private business switch services are provided the same level of 9-1-1 as public agency(s) and telecommunications carrier(s) are providing other end users of the local 9-1-1 System, as required by the Emergency Telephone System Act, 50 ILCS 750.01 et seq.? | | |

Enforcement of Illinois' new PSALI law.

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|--|-------------------------------------|--------------------------|
| 23) Will the telephone directories that will be affected by the proposed system have 9-1-1 listed as the primary emergency number? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 24) What type of trunking arrangement will be used to provide incoming 9-1-1 trunks? (Please check appropriate item). | | |
| a. <u>XX</u> Dedicated Directed | | |
| b. _____ Tandem | | |
| c. _____ Combination of a & b | | |
| 25) Is your selective router being provisioned by the local exchange carrier? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 26) Please provide in detail the features to be provided by your selective router. | | |

See next page

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|---|-------------------------------------|--------------------------|
| 27) Will 9-1-1 circuits utilize alternate routing per the definition under 83 Illinois Administrative Code, Part 725? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 28) Will pay phones within the system's boundaries be appropriately placarded and have 9-1-1 coin-free dialling? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 29) Will critical telephone equipment be utilized in the PSAP which will not operate properly during or after a power fluctuation or interruption has been experienced? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

If yes, describe the power supply used to prevent a loss of operation.

Individual UPS units will be installed on the critical

pieces of equipment to keep it functioning until our

emergency generator is operational.

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|--|--|
| 30) On a separate sheet, diagram the trunking arrangement(s) used and the number of 9-1-1 circuits for each switching office to the PSAP. Please label diagram as Exhibit 10, Question | |
| 31) Please provide a detailed testing plan that explains specifically how the 911 Network and database will be tested and provide the time frame in which this will be done. | |

DMS SELECTIVE ROUTER FEATURES

ANI

Default Routing by Trunk (prefix/exchange)

Abandon call ANI delivery

Call transfer on No Answer to Alternate PSAP

Idle Tone

Abandon Call tone on disconnect

Forced Disconnect

Incoming Call transfer

Speed Calling (2 digit)

Transfer Key – Reroute incoming calls to Alternate PSAP with manual key
(optional) (CS signaling CRT)

Software upgrades

Redundancy

Gallatin River Maintenance

Possible to reroute calls to Alternate PSAP